



**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

FILED

03/15/23

04:59 PM

C2303010

Ronald R. Ray and Eric J Scovel,

Complainants,

vs.

Pacific Bell d/b/a AT&T California (U1001C)
and AT&T Corp. (U5002C),

Defendants.

**ECP
Case (C.)**

Expedited Complaint
(Rule 4.6)

| COMPLAINANTS | DEFENDANTS |
|---|---|
| <p>Ronald R. Ray 8724 Green Valley Road Sebastopol CA 95472 T: 707-824-4467 E-mail: ericscovel@yahoo.com</p> <p><u>AND</u></p> <p>Eric J Scovel 264 River Ridge Way Folsom CA 95630 T: 707-477-5194 E-mail: ericscovel@yahoo.com</p> | <p>Pacific Bell d/b/a AT&T California (U1001C) and AT&T Corp. (U5002C) Attn: Mark Berry, Director Regulatory 430 Bush Street, 5th Floor. San Francisco CA 94108 T: 415-417-5033 E-mail 1: mark.berry@att.com E-mail 2: att-regulatory-ca@att.com</p> |

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A) Ronald R Ray

ERIC J SCOVEL

COMPLAINANT(S)

vs.

(B) AT&T

DEFENDANT(S)

(Include Utility "U-Number", if known)

(for Commission use only)

(C)

Have you tried to resolve this matter informally with the Commission's Consumer Affairs staff?

☐ YES

☒ NO

Has staff responded to your complaint?

☐ YES

☒ NO

Did you appeal to the Consumer Affairs Manager?

☐ YES

☒ NO

Do you have money on deposit with the Commission?

☐ YES

☒ NO

Amount \$ _____

Is your service now disconnected?

☐ YES

☒ NO

COMPLAINT

(D)

The complaint of (Provide name, address and phone number for each complainant)

| Name of Complainant(s) | Address | Daytime Phone Number |
|------------------------|--|----------------------|
| Ron Ray | 8724 Green Valley Road, Sebastopol, CA 95472 | 707-824-4467 |
| Eric J Scovel | 264 River Ridge Way, Folsom, CA 95630 | 707-477-5194 |
| | | |

respectfully shows that:

(E)

Defendant(s) (Provide name, address and phone number for each defendant)

| Name of Defendant(s) | Address | Daytime Phone Number |
|----------------------|---|----------------------|
| AT&T | 208 S. Akard Street, Suite 2954, Dallas, TX 75202 | 1-800-288-2020 |
| | | |
| | | |

(F)

Explain fully and clearly the details of your complaint. (Attach additional pages if necessary and any supporting documentation)

On or about January 16, 2023, a utility pole was replaced in the area of 8724 Green Valley Road, Sebastopol, California. During this time all landline use stopped. By stop I mean no dial tone. AT&T was contacted on January 16, 2023 and a repair order was generated. AT&T was informed that the owner/occupant of 8724 Green Valley Road was an elderly gentleman living alone; he has no cell coverage at this residence; he has no 911 contact in case of emergency; he has used 911 previously. AT&T representative said the quickest they would be able to come out and fix the problem was January 23 by 8 pm. On January 23, 2023 no repair representative arrived. A text message was received at 7 pm saying AT&T "Hi, it's AT&T. We are very sorry but we won't be able to make your scheduled appointment today. You are rescheduled as a priority for the next possible day. To view your appointment status go to att.com/phone". When I visited that link there was no information about the repair. A repair order was generated (PE50D254) and we informed that repairs were going to be completed by Monday, January 23. Phone calls were attempted to AT&T repair (1-800-288-2020). No further contact was made by AT&T to keep us informed as to where we stand in the line of repairs. A phone call request was made and AT&T returned the call 2 hours after the scheduled time. They informed us that this repair was place with the highest priority, which seems to mean it is the next repair

(G) Scoping Memo Information (Rule 4.2(a))

(1) The proposed category for the Complaint is (check one):

☒ adjudicatory (most complaints are adjudicatory unless they challenge the reasonableness of rates)

☐ ratesetting (check this box if your complaint challenges the reasonableness of a rates)

(2) Are hearings needed, (are there facts in dispute)? ☐ YES ☒ NO

(3) ☐ Regular Complaint ☒ Expedited Complaint

(4) The issues to be considered are (Example: The utility should refund the overbilled amount of \$78.00):

AT&T needs to make this repair complete so customer has a dial tone and can call 911 if needed.
AT&T needs to adjust the next phone bill to reflect days of no service based on a price per day.

- (5) The proposed schedule for resolving the complaint within 12 months (if categorized as adjudicatory) or 18 months (if categorized as ratesetting) is as follows:

Prehearing Conference: Approximately 30 to 40 days from the date of filing of the Complaint.

Hearing: Approximately 50 to 70 days from the date of filing of the Complaint.

| | |
|---|--|
| Prehearing Conference (Example: 6/1/09): | |
| Hearing (Example: 7/1/09) | |

Explain here if you propose a schedule different from the above guidelines.

(H)

Wherefore, complainant(s) request(s) an order: State clearly the exact relief desired. (Attach additional pages if necessary)

We are needing to get the landline connected with the ability to call and receive phone calls on the landline inside the residence.

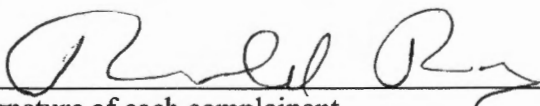
(I)

OPTIONAL: I/we would like to receive the answer and other filings of the defendant(s) and information and notices from the Commission by electronic mail (e-mail). My/our e-mail address(es) is/are:

ericscovel@yahoo.com

(J)

Dated Folsom, California, this 25 day of January, 2023
(City) (date) (month) (year)

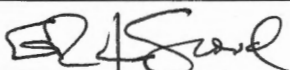

Signature of each complainant

(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)

(K)

REPRESENTATIVE'S INFORMATION:

Provide name, address, telephone number, e-mail address (if consents to notifications by e-mail), and signature of representative, if any.

| | |
|-------------------------|---|
| Name of Representative: | Eric J Scovel |
| Address: | 264 River Ridge Way, Folsom, CA 95630 |
| Telephone Number: | 707-477-5194 |
| E-mail: | ericscovel@yahoo.com |
| Signature |  |

VERIFICATION
(For Individual or Partnerships)

I am (one of) the complainant(s) in the above-entitled matter; the statements in the foregoing document are true of my knowledge, except as to matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(L)

Executed on JAN. 25, 2023, at FOLSOM, California
(date) (City)


(Complainant Signature)

VERIFICATION
(For a Corporation)

I am an officer of the complaining corporation herein, and am authorized to make this verification on its behalf. The statements in the foregoing document are true of my own knowledge, except as to the matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(M)

Executed on _____, at _____, California
(date) (City)

Signature of Officer

Title

(N) NUMBER OF COPIES NEEDED FOR FILING:

If you are filing your formal complaint on paper, then submit one (1) original, six (6) copies, plus one (1) copy for each named defendant. For example, if your formal complaint has one defendant, then you must submit a total of eight (8) copies (Rule 4.2(b)).

If you are filing your formal complaint electronically (visit <http://www.cpuc.ca.gov/PUC/efiling> for additional details), then you are not required to mail paper copies.

(O) Mail paper copies to: California Public Utilities Commission
Attn: Docket Office

505 Van Ness Avenue, Room 2001
San Francisco, CA 94102

PRIVACYNOTICE

This message is to inform you that the Docket Office of the California Public Utilities Commission ("CPUC") intends to file the above-referenced Formal Complaint electronically instead of in paper form as it was submitted.

Please Note: Whether or not your Formal Complaint is filed in paper form or electronically, Formal Complaints filed with the CPUC become a public record and may be posted on the CPUC's website. Therefore, any information you provide in the Formal Complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, E-mail address and the facts of your case may be available on-line for later public viewing.

Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.



Signature

1-25-2023

Date

ERIC J SCOVEL

Print your name

